



state Emblem of India - 505123002

भारत सरकार / GOVERNMENT OF INDIA  
डॉ राम मनोहर लोहिया अस्पताल,  
अटल बिहारी वाजपयी आयुर्विज्ञान संस्थान, नई दिल्ली  
DR. RAM MANOHAR LOHIA HOSPITAL,



ATAL BIHARI VAJPAYEE INSTITUTE OF MEDICAL SCIENCES, NEW DELHI - 110001

No. Addl. M.S.(B.K.K.)/2026-27/43

Dated. 13.04.2026

**OFFICE ORDER**

Subject: Constitution of Sub-Appellate Authority for Public Grievance Redressal – reg.

With reference to Ministry of Health & Family Welfare letter No. 13016/08/2024-W&PG (W&PG Section) dated 06.04.2026, regarding strengthening of the Public Grievance Redressal mechanism, it has been decided to nominate Dr. Sameeksha Jain, SMO, as Sub-Appellate Authority with the following mandate.

1. To document cases receiving 'Poor' feedback on PMO-PG.
2. To review at least 10 such cases every month wherein complainants have provided their mobile/contact number and interact with them directly.
3. To conduct Root Cause Analysis (RCA) of public grievances to identify key areas of concern and recommend appropriate corrective measures.
4. To maintain proper records of the above activities in tabulated form.
5. To submit a consolidated monthly report to JS (ERS)/W&PG Section, MoH&FW after approval of the Competent Authority.

This is issues with approval of the Director.

Dr. (Prof.) B.K. Kundu  
Addl. Medical Superintendent

Copy to:

1. All Addl MSs
2. Dr Sameeksha Jain, SMO.
3. Dr Pawan Kumar, Officer I/C, Public Grievance.
4. PS to Director
5. PS to MS
6. Chairman e-Governance to upload on hospital website.